



## PACIFIC GATEWAY WORKFORCE INVESTMENT NETWORK LOCAL RESOURCES OCCUPATION OF THE WEEK 11/05/08

### **DISPATCHERS**

#### **Network Centers**

Career Transition Center 3447 Atlantic Avenue, Long Beach, CA 90807 562.570.WORK TTY: 562.570.4629  
Center for Working Families 1900 Atlantic Avenue, Long Beach, CA 90806 562.570.4795 TTY: 562.570.4629  
Harbor WorkSource Center 1851 N. Gaffey St., Suite F, San Pedro, CA 90731 310.732.5700 TTY: 310.732.5714  
Torrance Career Center 1220 Engracia Avenue, Torrance, CA 90501 310.782.2101 TTY Relay 800.815.9387

#### **Nature of the Work**

- Sample Jobs:Dispatcher, Public Safety Dispatcher, Communications Operator, 911 Dispatcher, Tow Truck Dispatcher
- Alternate work schedules are necessary to accommodate evening, weekend, holiday, 24/7 operations
- Generally entry-level workers who are trained on the job and need no more than a high school diploma
- Duties: Schedule and dispatch workers, equipment or service vehicles; take calls for emergency assistance
- Emergency dispatchers give first aid instruction, dispatch/monitor safety personnel, use PC, radio, wireless devices

#### **Training / Educational Requirements**

- H.S. Grad / GED, computer / data entry, bilingual skills desirable
- Informal and structured training on the job
- Communication skills, ability to work under pressure, may have to pass oral, written and performance tests

#### **Job Opportunities**

- Employment of tow truck dispatchers and public safety dispatchers unlikely to be affected by economic downturns
- With experience, can advance to supervisory positions
- Expect greater competition for civic and state positions
- Many districts are consolidating their communications centers into a shared area-wide facility
- Median entry-level annual earnings \$32,190 / year; middle 50 percent earn \$25,200 - \$39,040 / year

#### **Suitability Assessment Questions**

Why do you feel dispatching work would be a good fit for you?

Do you have good communication, human relation skills?

What have you done in the past that has prepared you for a career in dispatching?

Can you work overtime and/or split, weekend and night shifts?

Dispatching work can be intense and stressful. How well are you able to multitask and handle pressure?

Can you follow protocols and department policies & procedures?

Do you have good hearing, at least 20/20 vision with glasses or corrective lenses, good communication skills?

Do you have good time management and judgement skills, with good initiative and responsibility?